King County

Strategic Advisory Council Members

Dow Constantine - Chair
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County Council Member
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TBD
County Council Member

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Presiding Judge, District Court

Laura Inveen
Presiding Judge, Superior Court

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Assessor

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Prosecuting Attorney **@KCProsecutor**

Mitzi Johanknecht
King County Sheriff

Julie Wise
Director, Elections

Tanya Hannah
County Chief Information Officer **@kccio**

Private/Public Sector

Stuart McKee
National Technology Officer
U.S. Public Sector, Microsoft Corporation

Michael Mattmiller
Director, Government Affairs at Microsoft

Tracye Cantrell
Interim Chief Technology Officer
City of Seattle

Jason Weiss
CIO Sound Transit

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CIO State of Washington

Trever Esko
Former CIO Snohomish County @trevere

Clare Pedersen
Former Managing Director Slalom

Mark Ronaldson
Sr. Sales Manager, Amazon Web Services

Lisa Hillman
Interim CIO Snohomish County

Chinook Building
401 5th Avenue
Executive Conference Room, 1st Floor
Seattle, WA 98104

1:00 p.m. to 3:00 p.m.

King County Information Technology Governance Strategic Advisory Council Meeting

AGENDA - DRAFT

Introduction

1:00 pm	**Welcome and Introductions**
1:05 pm	**Strategic Priorities - Opening Remarks**
1:15 pm	**Recap of March 2018 Meeting**
1:20 pm	**Regional Recovery Framework** • Briefing • Members' Discussion and Advice
2:50 pm	**Final Comments**
3:00 pm	**SAC Joint Picture & Social**

Dear Strategic Advisory Council Members!

This is a brief summary of the upcoming meeting. For additional information, please connect with Zlata Kauzlaric or Tanya Hannah. Thank you and we are looking forward to the Strategic Advisory Council (SAC) meeting!

Meeting Information

The meeting is on 10/12/2018, 1:00 p.m. to 3:00 p.m. at:

Chinook Building
401 5th Avenue, 1st Floor, Executive Conference Room
Seattle, WA 98104

Please plan on arriving early enough before the meeting to meet and greet, help yourself to refreshments and get seated. We will start at 1:00 p.m. promptly.

30-min social after the meeting: Light refreshments will be available before, during and after the meeting. We will also take a joint SAC photograph.

Meeting Expectations

Your discussion and advice will help us continue to move forward with the County's and Information Technology's strategic goals.

Meeting Focus is Regional Recovery Framework

During the October 2017 SAC meeting, there was robust discussion on business resiliency and disaster recovery. The March 2018 SAC focused on partnerships, making a difference in the community and changing lives for the better. King County is in the planning stages of a regional recovery framework that considers political, social, economic, and environmental recovery components. This SAC will focus on bridging the previous SAC discussions as we look at how technology plays a role in planning and recovery. We will hear about the overall approach and focus on how to prepare King County specifically for the role technology plays in delivery of information and services.

Your input and advice will be appreciated to help us guide our future efforts.

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Recap of March 2018 SAC Meeting

SAC focused on how we can leverage technology to make a real impact and change communities for the better. Specifically our mobility and civic engagement technology priorities contribute to those goals, and support King County strategic priorities.

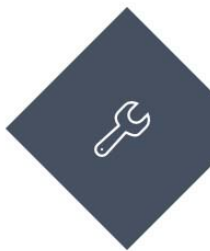**Data Focused**

Civic Engagement

Effective Digital Systems

Mobility

Workforce Empowerment
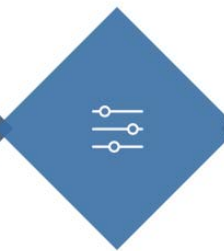
Tech Powered Civic Engagement[1]

Looking Beyond 2018

Build With, Not For
Putting members of the community first.
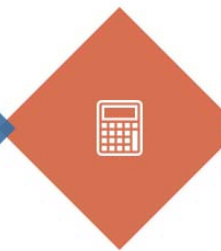
Partnership Breeds Results
Bringing together government, private & non-profit sectors.

Civic Technology is a Spectrum
Technology supports a range of goals and community needs.

The Multiplier Effect
Reach and impacts beyond the original goal.

Changing Communities For the Better
Improving peoples' daily lives.

1 Next Century Cities. "Five Lessons for Tech-Powered Civic Engagement: The Charles Benton Next Generation Engagement Award Playbook." Evanston, IL: Benton Foundation, September 2017.

October 12, 2018 Meeting

At this meeting, we will build on the technology discussions started in the October 2017 meeting. SAC members recommended we continue discussion around business continuity, security and disaster recovery in our upcoming meetings.

We look forward to your advice around the discussion points listed below.

ORGANIZATIONAL READINESS	Prepared workforce, safe facilities, supplier relationships, and connections with the community are key pillars of true business community resilience. ➢ For your organization, what is important to increase your business resiliency and plan for disaster response?
PUBLIC / PRIVATE PARTNERSHIPS	Joining our business strategies and digital strategies helps plan for and build the regional disaster framework. Business resilience must encompass both business and IT operations. We need to consider our strategy, organization, processes, data and applications, technology and facilities, security. King County technology partners are critical for continuity and recovery of our operations. ➢ What are the opportunities to collaborate and coordinate? ➢ How can we work together on the regional level?
TECHNOLOGY	When disaster strikes access to information is as important as food and water. • How can we leverage technology to connect, inform and save the lives of those impacted by disaster?

SAC Endorsed Technology Priorities and Associated Benefits

Information Technology Priorities	Resulting Benefits
MOBILIITY - Engage and empower residents and employees to interact and transact business when and where most appropriate and convenient	• Re-designed business processes geared toward customer service and overall efficiency • Increased resident convenience when accessing services • Reduced costs related to staff moves from reduced/eliminated re-wiring and space consolidation related to open concept • More collaborative, open, dynamic office space and working environments • Increased business and IT productivity
EFFECTIVE DIGITAL SYSTEMS - Increase value to customers by providing high quality digital systems to better meet their needs using standard components and continuous process improvement	• Capturing continuous improvement in the form of systems with higher quality, lower risk and better fit to customer needs • Decreased TCO (Total Cost of Ownership) and system failure for maintained systems through efficiencies, standardization, re-use and the ability to meter and rapidly scale resources up or down as needed • Faster speed to implement business process changes • Increased service quality due to increased standardization and reduced downtime • Reduced risk due to increased redundancy, geographic diversity, and commoditized, on-demand scaling of needed assets

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Information Technology Priorities	Resulting Benefits
DIGITAL CIVIC ENGAGEMENT — Leverage IT platforms and tools as a channel to increase the opportunities, convenience and audience engaging with government	• Increased citizen participation in government • Deeper, more impactful government presence in our communities • Faster and more convenient delivery of services to the public • Improved customer understanding and satisfaction with King County • Greater transparency of government operations • Increased equity of participation • Increased collaboration with regional partners • Reduced unit costs for government services
WORKFORCE EMPOWERNMENT Employees effectively using IT platforms and tools to drive business process improvements	• Significant and continuous business process improvements • Better employee engagement and collaboration • More positive work environment and increased ability to respond to and conquer change fatigue • Improved citizen value through higher levels of service and engagement
DATA DRIVEN - Increased utilization of data to understand the current situation, analyze opportunities, measure results and make more informed initial and corrective decisions	• Better decisions in all aspects of government leads to a better run government • Reduced reliance on 'gut instinct' decisions which can carry un-intentioned biases • Reduced total cost of ownership for King County's information assets • Reduced risks related to information management • Better response to rapidly changing business needs, within and across agencies • Better enables ability to partner with external collaborators • Allow people to engage with King County where and when is best for them • Improved constituent access to data • Improved workplace efficiency through better performing business applications and reporting • Improved transparency and usability through increased integration and sharing of data

Delivering what's next for King County.

King County Regional Recovery Framework – Summary

King County is planning for developing a regional recovery framework. Initial proposal is shown below.

King County Information Technology (KCIT) is one of the stakeholders; included is the executive summary from KCIT business plan.

2019-20 King County Information Technology Business Plan[1]

Executive Summary

King County Department of Information Technology (KCIT) supports services the County provides to members of the community and leverages technology to digitally transform King County. King County, as

the 13th largest County in the United States with 2.1 million residents, residing in a significant technology capital, must communicate and transact government services in an environment driven by the customer experiences and expectations often found in the private sector.

Community engagement, electronic commerce and mobility, combined with a need for real-time data to make informed policy and service delivery decisions, presents fundamental information technology opportunities: the mitigation of risk and the opportunity for improvement. KCIT's response to these opportunities are embodied in this **Information Technology Business Plan**. This plan builds on the technology foundation that has enabled KCIT to respond to the challenges of the past eight years, and it establishes the direction for digitally transforming King County's service delivery.

The direction includes:
- An integrated delivery framework that leverages current and future capital investments.
- A seamless customer experience that offers multiple channels to interact and engage with government and local leaders.
- Using lifecycle management throughout the system development process.
- Reliance upon industry standards for hardware, software and data repositories.
- A cybersecurity framework that protects information from unauthorized access.
- A digital equity lens that considers all customers when technology is deployed.
- Information dissemination policies that promote the exchange of data at the lowest possible cost.

KCIT has established a four-year planning horizon for 2019 – 2022. This horizon will support Executive Dow Constantine's priorities for best-run government, equity and social justice, climate change and regional mobility. Technology plays a critical role in driving these priorities forward.

The technology initiatives embrace the following principles:

- FASTER IT and BETTER RESULTS: Accelerating and ensuring successful implementation of complex technology projects on which our customers are dependent.

- DATA ANALYTICS: Creating a modern predictive analytics service for customers, so the executive departments and Separately-Elected Agencies can better understand the impact of decisions, answer complex questions on resources and improve outcomes.

- COMMUNITY ENGAGEMENT: Creating seamless interactive customer experiences to make it easier to interact or and transact with government.

These principles are an integral part of Strategic Information Technology Plan. To be successful, any organization must continuously change and adapt to the needs and wants of their customers. By understanding our customers, KCIT will create opportunities and deliver outstanding outcomes in the next biennium.

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[1] A full report can be available upon request.